

304.2-165 Complaints regarding insurer -- Other authority of commissioner.

- (1) The commissioner shall review, and investigate where applicable, all written complaints involving entities or individuals engaged in the business of insurance in Kentucky.
- (2) The commissioner shall send a copy of the complaint to the entity or individual and the entity or individual shall send a written or electronic message response to the commissioner within fifteen (15) calendar days from the date of the commissioner's letter.
- (3) Upon review of a complaint, the commissioner shall make a finding to the entity or individual and the complainant.
- (4) This section shall not limit the power of the commissioner to exercise any other authority under this code as to an insurance dispute.

Effective: July 15, 2010

History: Amended 2010 Ky. Acts ch. 24, sec. 932, effective July 15, 2010. -- Amended 2000 Ky. Acts ch. 492, sec. 2, effective July 14, 2000. -- Amended 1986 Ky. Acts ch. 437, sec. 5, effective July 15, 1986. -- Created 1980 Ky. Acts ch. 374, sec. 1, effective July 15, 1980.